



دبي التجارية
DUBAI TRADE

DUBAI CUSTOMS New Registration and Renew Business Code User's Manual

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1 Introduction

1.1 Registration with Dubai Customs

All companies that wish to declare Customs declarations for themselves or their clients for the import, export or transshipment of goods or handling of the same in Dubai are required to be registered with Dubai Customs.

Dubai Customs now provides complete registration services online. The companies intending to get registered with Dubai Customs; need to apply online and receive the approval electronically after review of application and payment collection by the Customs authorities.

This document covers detailed steps for registration with Dubai Customs.

1.2 Document Organization

This document is organized into 5 chapters/sections.

- **About User Interface:** This chapter explains commonly used buttons and link during the registration process.
- **How to use Dubai Trade Portal:** This chapter explains steps for navigating Dubai Trade Portal to access the three registration related open services of Dubai Customs
- **How to use New Registration:** This chapter explains the steps for filling information related to new registration and submission of request for approval.
- **How to use Track Registration:** This chapter explains the steps for tracking a new registration request. It also explains the steps for making payment against the new registration and describes options available to user when the request is suspended or approved by a Customs Officer.
- **How to use Renew Business Code:** This chapter explains steps for Business Code renewal by a company.

1.3 Reference Documents



S NO	DOCUMENT	LOCATION
NA	NA	NA

1.4 Abbreviations and Terms

Client	Registered and Approved Company
Users	Registered or Unregistered User
CR Officer	Client Registration Officer
Sr. CR Officer	Senior Client Registration Officer
Customs Officer	Either CR Officer OR Sr. CR Officer
ECR	Enterprise Client Registration
DTP	Dubai Trade Portal
Forms	Set of user input fields used for entering the data by Users.
Screens	Set of forms, links and user interface elements generally dealing with a specific system functionality.

2 About User Interface

The following table provides the description of common buttons or links and illustrates how to use them during the registration process.

Button	Description
Add	Creates a new record
Delete	Deletes the specified record(s)
Cancel	Cancels the previous operation
Query	Turns the user interface into query mode
Go	Proceeds with the execution of a specified operation
Submit	Saves and submits the specified record to the next step in the process
Withdraw	Withdraws the suspended request
Continue	1. Proceeds to the next screen 2. Allows the client the continue submitting the request whether it's a draft request or a suspended one
Make Payment	Allows the client to make a payment for an approved request. It will direct the client to a new page for ePayment to make the payment
Recheck	Rechecks the Status of the Payment made using the above option
Go to Homepage	Takes the client to the Homepage of the application. Applicable only for logged in Users
I agree	Indicates that the client have read and understood the Terms & Conditions and wants to proceed with the submission of the request
I disagree	Indicates that the client have read and understood the Terms & Conditions and DO NOT want to proceed with the submission of the request
Print Request	Prints the submitted request with all the details entered
Print Screen	Prints the screen
	Navigates to next record
	Navigates to the previous record

3 How to use Dubai Trade Portal

All Customs online services are available through a single internet portal called Dubai Trade Portal (<http://www.dubaitrade.ae>). This portal serves as a gateway for trade facilitation providing not only Dubai Customs Client Registration services but also online services for other authorities that are required by the trading community in Dubai.

This section explains the steps to use Dubai Trade Portal for accessing Client Registration services of Dubai Customs.

1. Open the web browser (Internet Explorer, Google Chrome etc..) and type the URL www.dubaitrade.ae

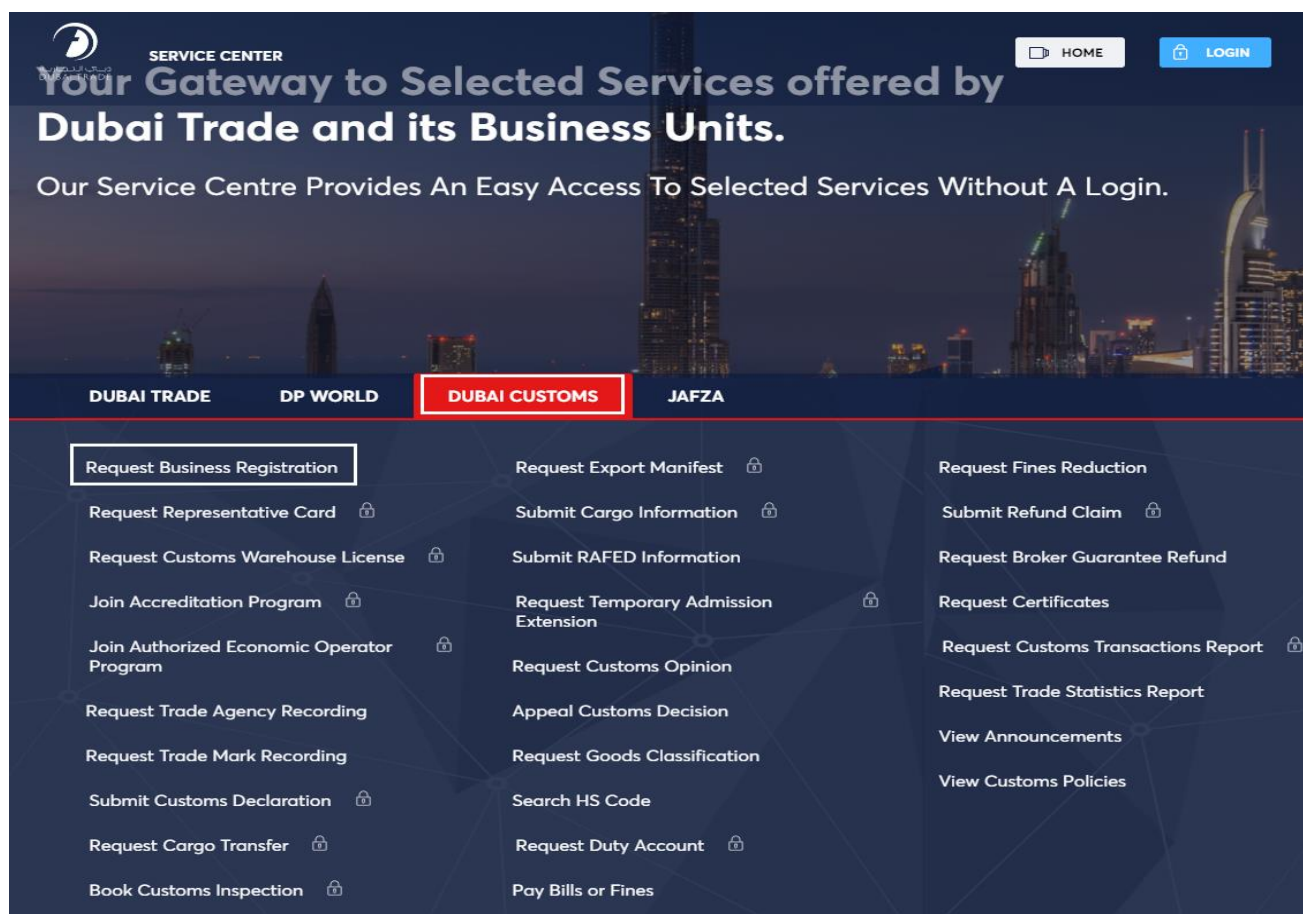


Tip: Save the shortcuts in your Browser's Favorites for easy access in the future.

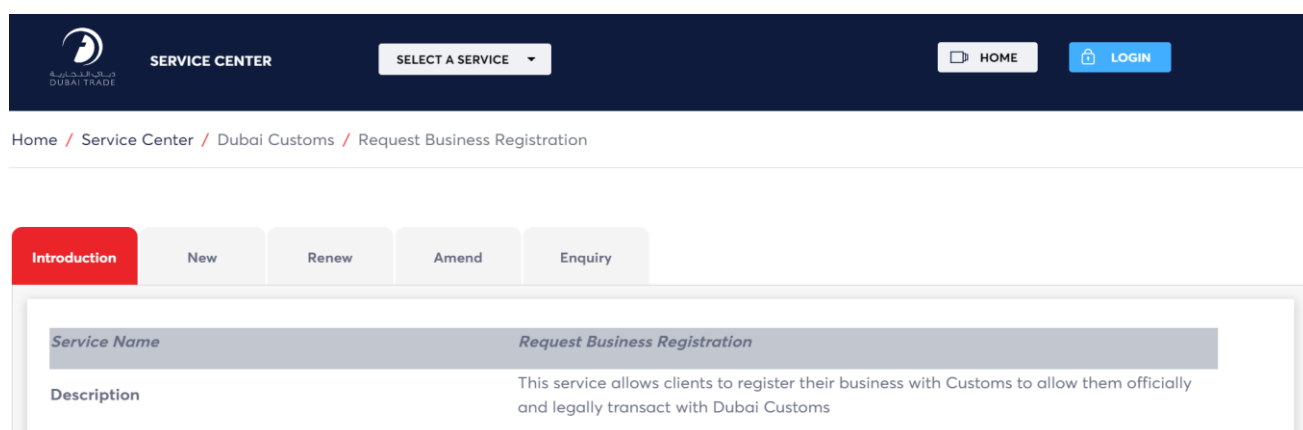
2. Go to Services Centre.



3. Under Dubai Customs, click "Request Business Registration".



4. The following screen is displayed allowing the customer to either make a New Registration, Renew Business Code and Registration Enquiry for Dubai Customs.




Tip: Login to Dubai Trade Portal requires a User Name creation on Dubai Trade Portal. It will also be created as part of the Dubai Customs registration process. Details will follow in the below section 4.6.1 .

5. In this page, the following links will be displayed to do the activities related to Customs registration.
 - a. New Registration
 - b. Registration Enquiry
 - c. Renew Business Code

New Registration and Renew Business Code

8

**SERVICE CENTER**

SELECT A SERVICE ▾

Home / Service Center / Dubai Customs / Request Business Registration

IntroductionNewRenewAmendEnquiry

Service Name	Request Business Registration
Description	This service allows clients to register their business with Customs to allow them officially and legally transact with Dubai Customs
Bundle	N/A
Relationship Type	From Government to Business
Service Type	Transactional
Service Hierarchy	Sub Service
Service Interconnection	Request No Objection for Customs Broker
Service Limitation	N/A
Service Delivery Procedure	1. Submit the application through all available channels 2. Pay service fees 3.Receive an email with the company registration and the customs code
Service Delivery Time	Available around the clock (Online and Mobile Web)
Service Delivery Channel	- Website - Mobile Web
Service Urgency	N/A
Target Category	Companies
Service Fees	New: AED 100.00 AED 20 Knowledge and Innovation fees will be added on top of any service costs AED 50 and above Renew: AED 25.00 Amend: No fees are required unless there is a request for adding a new business type for which AED 100.00 shall be charged. AED 20 Knowledge and Innovation fees will be added on top of any service costs AED 50 and above
Service Completion Time	1 Working Day New: - Trade license Copy - Authorized Person Passport Copy - Undertaking letter for professional companies - Emirates Post License (for Courier) Renew: - Trade license Copy - Undertaking letter for professional companies - Emirates Post License (For Courier) Amend: - Trade license Copy
Required Documents	
Terms and Conditions	The business code will be suspended, if it is not renewed within 60 days from its expiry date

4 How to use New Registration

“New Registration” open service provides a set of screens and forms to create a new registration request through Dubai Trade portal.

User is required to enter business profile information, business address details, business types & services, facilities, users, business group details, and add any attachments to complete the registration request.

During registration, the request can be saved as draft and it can be continued later on. Once the registration request is submitted it is sent to the Customs Officer for review and approval.

To access the “New Registration” screen, please refer to the section 3.

4.1 Business Profile

This section explains entering basic information of a Business such as Business Name, License details, Contact details etc.

1. The following screen is displayed as the first screen on clicking the “New Registration” link.

The screenshot shows the 'New Business Registration' form in the Dubai Trade portal. The form is titled 'New Business Registration' and includes sections for Request Details, Business Details, License Details, Business Contact Details, and Validation Code. The 'New' tab is selected in the top navigation bar.

Request Details

Business Details

* Business Name Business Name(Arabic)

* Registration Category [Please Select] No. of Employee [Please Select]

License Details

* License Number * License Type [Please Select]

* Issuing Authority Select Registration Categor & Licens Type First * License Original Issue Date dd-mm-yyyy i.e. 01-01-2013

* License Valid From dd-mm-yyyy i.e. 01-01-2013 * License Valid To dd-mm-yyyy i.e. 01-01-2013

Business Contact Details

* Phone [Country - Area - Number] Country-Area-Number i.e. 971-55-1234567 * Fax [Country - Area - Number] Country-Area-Number i.e. 971-55-1234567

* Email * Operational Email

Website Website URL i.e. company.com, www.company.com, http://company.com NOC Number

Validation Code

Verification Code *

2. Fill in all the applicable fields under Business Details, License Details and Business Contact Details.
3. Enter the Code displayed and Click on “Save as Draft” button

SERVICE CENTER

SELECT A SERVICE

HOME

LOGIN

Home / Service Center / Dubai Customs / Request Business Registration

Introduction

New

Renew

Amend

Enquiry

New Business Registration

New Business Registration

Save as Draft

Request Details

Business Details

* Business NameCOMPANY NAMEBusiness Name(Arabic)

* Registration CategoryDubai based companiesNo. of Employee[Please Select]

License Details

* License Number00112233* License TypeCommercial

* Issuing AuthorityDepartment of Economic Development - Dubai* License Original Issue Date01-01-2021

* License Valid From02-01-2021* License Valid To01-01-2021

Business Contact Details

* Phone [Country - Area - Number]971-4-0000001* Fax [Country - Area - Number]971-4-0000002

* EmailTEST@TEST.AE* Operational EmailTEST@TEST.AE

WebsiteWebsite URL i.e. company.com, www.company.com, http://company.comNOC Number

Validation Code

Verification Code

redbb

Save as Draft

Note:

- ❖ Phone, Mobile, & Fax should be entered in “Country-Area-Number” format. For example, a UAE Mobile could be like 971-50-1234567, or a UAE Phone could be like 971-4-1234567.
- ❖ Only the country codes of GCC countries are allowed for Phone, Mobile and Fax Numbers.
- ❖ Email should be in the specified format i.e xxx@xxx.xxx.
- ❖ Website should be in the specified format i.e www.xxx.xxx.
- ❖ Operational Email is used to send alerts to the clients.
- ❖ The Code displayed will be 5 characters Alpha, Numeric.
- ❖ All fields having a * are mandatory

4. The following screen is displayed.

Introduction
New
Renew
Amend
Enquiry

New Business Registration

New Business Registration

Profile Saved Successfully!
Kindly take a note of the following information. This information can be used to track your request using the "Track Request" facility. This request will be automatically deleted, if it is not submitted within next 15 days.

Request ID:
1-187977040893

Validation Code:
00112233

Next >

Request Details

Business Details

Request ID: 1-187977040893 Business Name: COMPANY NAME

Business Name(Arabic): Registration Category: Dubai based companies

No. of Employee:

License Details

License Number: 00112233 License Type: Commercial

Issuing Authority: Department of Economic Development - Dubai License Original Issue Date: 01-01-2021

License Valid To: 01-01-2023 License Valid From: 02-01-2021

Business Contact Details

Phone [Country - Area - Number]: 971-4-0000001 Fax [Country - Area - Number]: 971-4-0000002

Email: TEST@TESTAE Operational Email: TEST@TESTAE

Website: NOC Number:

Next >

- Note down the information given in the message. This information is useful to track the request later on. Note that the Validation Code is the same as the Company Trade License Number.

Note:

- ❖ Customer will receive an email with the registration details in the email mentioned.

- Click on "Next" button to proceed to the next step
- The following screen is displayed

Introduction
New
Renew
Amend
Enquiry

New Business Registration

Save as Draft Preview & Submit Cancel

Request Details

Business Details

Request ID: 1-187977040893 * Business Name: COMPANY NAME

Business Name(Arabic): * Registration Category: Dubai based companies

No. of Employee: [Please Select] NOC Number:

License Details

* License Number: 00112233 * License Type: Commercial

* Issuing Authority: Department of Economic Development - Dubai * License Original Issue Date: 01-01-2021

* License Valid To: 01-01-2023 * License Valid From: 02-01-2021

Business Contact Details

* Phone [Country - Area - Number]: 971-4-0000001 * Fax [Country - Area - Number]: 971-4-0000002

* Email: TEST@TESTAE * Operational Email: TEST@TESTAE

Website:

Validation Code

Verification Code * 468mm

8. Button shown on the screen allows to do the following:

- **Save as Draft:** Saves all the changes made to the registration request in draft format.
- **Preview & Submit:** Displays a read only preview of the request on a new screen and provides a button to submit the request. You would only usually use this button when your request have been finalized
- **Cancel:** Cancels the current registration request.

9. Scroll down to enter the remaining details for the registration

10. Following sections of the business profile should be filled before submitting the request. **Business Address, Business Type, License Activities, Facility Details, User Registration, Attachments, Group Information and Document Templates**

Business Addresses

Add +

Address Line 1	Country	City	P.O.Box	Edit	Delete

Business Types

Add +

Business Type	Edit	Delete

License Activities

Add +

License Activity	Edit	Delete

Facility Details

Add +

Facility Name	Facility Type	Status	Edit	Delete

User Registration

Add +

User ID	First Name	Middle Name	Last Name	Company Name	Edit	Delete

Attachments

Add +

Document Title	Document Type	File Name	File Type	File Size(Bytes)	Delete

Group Information

Add +

Group Business Name	Relationship Type	Edit	Delete

Document Templates

Templates

[Download Letter of Undertaking for Shipping Agent \(Applicable for Shipping Agent Business Type\)](#)

[Download Letter of Undertaking for Clearing Agent \(Applicable for Broker Business Type\)](#)

[Download Letter of Undertaking for Importer \(Applicable for Importer Business Type\)](#)

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Save as Draft

Preview & Submit

Cancel

4.2 Business Address

1. Click on “Add” button to add Address details of business.

Business Addresses

Add +					
Address Line 1	Country	City	P.O.Box	Edit	Delete

2. The following screen is displayed

Business Address

* Address Line 1

Street

* P.O.Box

* Emirate/State/Province

* Address Line2

Area

* Country

* City

Save

Cancel

3. Fill in all the applicable fields
4. Click on
 - a. “Save” button to save the changes
 - b. “Cancel” button to cancel the changes
5. After clicking on “Save” button, the following screen is displayed

Business Addresses

Add +					
Address Line 1	Country	City	P.O.Box	Edit	Delete
Address Line 1	United Arab Emirates	Dubai	00000		

6. Click on
 - ❖ “Edit” button to modify the address details
 - ❖ “Delete” button to delete the address details

Note:

- ❖ Add button is disabled to accept only one address for a business.
- ❖ “Not Available” is added to facilitate the successful migration of Mirsal1 and Mirsal2 records as some of these records does not have values in ‘City’, ‘State’ or ‘Country’.
- ❖ This is applicable to all address entities, be it facility address, user address or business address.
- ❖ System will validate if user will select “Not Available” in ‘City’, ‘State’ or ‘Country’ fields and will throw error to indicate not to pick “Not Available” in any of above mentioned fields.

4.3 Business Types

1. Click on “Add” button

Business Types

Add +

Business Type	Edit	Delete

- The following screen is displayed

Business Type

*Business Type [Please Select]

Save Cancel

- Select the Business Type from the drop down menu provided

Business Type

*Business Type [Please Select]

Airline Agent
Broker
CH (Cargo Handler)
Courier
Customs Warehouse
Exporter (Commercial)
Importer (Commercial)
Shipping line Agent

Cancel

- Click on
 - “Save” button to add it to Business Type
 - “Cancel” button to close the popup window

- After clicking on “Save” button, following screen is displayed

Business Types

Add +

Business Type	Edit	Delete
Importer (Commercial)		
Exporter (Commercial)		

« < 1 > »

- Click on
 - “Add” button to add another Business Type
 - “Edit” button to edit the added Business Type
 - “Delete” button to delete the already added Business Type

Note:

- ❖ Business Type once added cannot be deleted.

4.4 License Activities

- Click on “Add” button

License Activities

Add +

License Activity	Edit	Delete

- The following screen is displayed

License Activity

*License Activity

Search With

Clear

Description

Access Cradles Manufacturing

Accidents & Liabilities Insurance

Accounting & Bookkeeping

Accounting & Office Machinery Rental

Acid Manufacturing

Acids & Alkalines Trading

Acquarium Park

Acupuncture Therapy Clinic

Adhesives Manufacturing

Adhesives Trading

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Save

Cancel

3. Enter the License Activity or Search for the License Activity
4. Select the License Activity

License Activity

*License Activity

Search With

Clear

Description

Auto General Repairing

General Clinic

General Hospital

General Maintenance

General Surgery Clinic

General Trading

General Warehousing

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Save

Cancel

5. Click on
 - a. “Save” button to add the activity
 - b. “Cancel” button to close the pop up

6. After clicking on “Save” button, following screen is displayed.

License Activities

Add

License Activity

General Trading

Edit

Delete

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7. Click on
 - a. “Add” button to add another License Activity
 - b. “Edit” button to edit the added activity
 - c. “Delete” button to delete the already added License Activity

4.5 Facility Details

1. Click on “Add” button to add a facility.

Facility Details

Facility Name	Facility Type	Status	Edit	Delete

2. After clicking on “Add” button, following screen is displayed

Facility Details

Facility Name *

Facility Type *

Status * Active

Save

Cancel

3. Below are the available facility types in the system

[Please Select]

[Please Select]

Branch

Free zone

Premises

Warehouse

4. Select the Facility Type from the drop down menu

Note:

- ❖ In Facility Details:

Branch is required for a Free zone Branch of a Local Company

Free zone is required for Dubai Based FreeZone Companies

Premises is required for Cargo Handler Business Type

Warehouse is required for Customs Warehouse Licenses

5. Click on

- a. “Save” button to add the Facility
- b. “Cancel” button to close the pop up

Note:

- ❖ Depending on the Facility Type, different fields have to be filled in. This is described in the following sections.

4.5.1 Branch Facility

1. The following screen is displayed if the Facility Type “Branch” is selected.

Save Back

Facility License Details

Facility Name * Company Name
Facility Type * Branch

Status * Active

Facility Contacts

Add +

First Name	Last Name	Email	Mobile	Edit	Delete

Facility Address

Add +

Address Line 1	Country	City	P.O.Box	Edit	Delete

Attachments

Add +

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)

Save Back

2. Following sections must be filled for a Branch Facility

- Facility Contacts
- Facility Address

4.5.1.1 Facility Contacts

1. Click on “Add” button to add a Facility Contact.

Facility Contacts

Add +

First Name	Last Name	Email	Mobile	Edit	Delete

2. The following screen is displayed

Facility Contact
✕

First Name *

Last Name *

Nationality [Please Select] ▼

Place Of Work

Phone(Country-Area-Number) *

Email *

Place Of Birth [Please Select] ▼

Middle Name

Designation

Gender [Please Select] ▼

Mobile(Country-Area-Number) *

Fax (Country-Area-Number) *

Date Of Birth 📅

Save Cancel ✕

3. Fill in all the applicable fields.

4. Click on

- a. “Save” button to save the Facility Contact details
- b. “Cancel” button to close the pop up

5. After clicking on “Save” button, following screen is displayed.

Facility Contacts

Save

Back

First Name *

First Name

Last Name *

Last Name

Nationality

[Please Select]

Place Of Work

Phone(Country-Area-Number) *

971-4-1231231

Email *

test@test.com

Place Of Birth

[Please Select]

Middle Name

Designation

Gender

[Please Select]

Mobile(Country-Area-Number) *

971-50-1231231

Fax (Country-Area-Number) *

971-4-1231232

Date Of Birth

Contact Addresses

Add +

Address Line 1	Country	City	P.O.Box	Edit	Delete
Address Line 1	United Arab Emirates	Dubai	00000		

Facility Contact Credentials

Add +

Identity Number	Identity Type	Issuing Date	Expiry Date	Issuing Country	Edit	Delete
-----------------	---------------	--------------	-------------	-----------------	------	--------

Save

Back

Facility Contact Addresses

- Click on “Add” button to add a Facility Contact Addresses

Facility Address

Add +

Address Line 1	Country	City	P.O.Box	Edit	Delete
----------------	---------	------	---------	------	--------

- After clicking on “Add” button, following screen is displayed

Contact Addresses

Address Line 1 *

Address Line 1

Address Line 2 *

Address Line 2

Address Line 3

Street

Area

P.O.Box *

00000

Country *

United Arab Emirates

Emirate/State/Province *

DUBAI

City *

Dubai

Save

Cancel

- Fill in all the applicable fields.
- Click on
 - “Save” button to save the Contact Addresses
 - “Cancel” button to close the window

- The following screen is displayed when the save button is clicked.

Contact Addresses

Add +

Address Line 1	Country	City	P.O.Box	Edit	Delete
Address Line 1	United Arab Emirates	Dubai	00000		

- Click on
 - “Edit” button to modify the address information.

New Registration and Renew Business Code

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- b. "Delete" button to delete the address record

Facility Contact Credentials

1. Click on "Add" button to add a "Facility Contact Credentials" e.g. Passport details, Visa Details etc.

Facility Contact Credentials

Add +

Identity Number	Identity Type	Issuing Date	Expiry Date	Issuing Country	Edit	Delete
-----------------	---------------	--------------	-------------	-----------------	------	--------

2. The following screen is displayed

Facility Contact Credentials

* Identity Number AAB123123

* Identity Type Passport

* Issuing Country United Arab Emirates

* Issuing Date 01-02-2015

* Expiry Date 01-02-2020

Save Cancel

3. Fill in all the applicable fields.
4. Click on
 - a. "Save" button to save the Facility Contact Credentials
 - b. "Cancel" button to close the pop up
5. After clicking on "Save" button, following screen is displayed.

Facility Contact Credentials

Add +

Identity Number	Identity Type	Issuing Date	Expiry Date	Issuing Country	Edit	Delete
AAB123123	Passport	01-02-2015	01-02-2020	United Arab Emirates		

6. Click on
 - a. "Add" button to Add another credential details
 - b. "Edit" button to modify the credential details
 - c. "Delete" button to delete the credential details

7. The following screen is displayed

Facility Contacts

Save Back

First Name * First Name

Last Name * Last Name

Nationality [Please Select]

Place Of Work

Phone(Country-Area-Number) * 971-4-1231231

Email * test@test.com

Place Of Birth [Please Select]

Middle Name

Designation

Gender [Please Select]

Mobile(Country-Area-Number) * 971-50-1231231

Fax (Country-Area-Number) * 971-4-1231232

Date Of Birth

Contact Addresses

Add +

Address Line 1	Country	City	P.O.Box	Edit	Delete
Address Line 1	United Arab Emirates	Dubai	00000		

Facility Contact Credentials

Add +

Identity Number	Identity Type	Issuing Date	Expiry Date	Issuing Country	Edit	Delete
AAB123123	Passport	01-02-2015	01-02-2020	United Arab Emirates		

Save Back

8. Click on

- a. “Save” button to save the Facility Contacts
- b. “Back” button to close the pop up and go back

4.5.1.2 Facility Address

9. Click on “Add” button

Facility Address

Address Line 1	Country	City	P.O.Box	Edit	Delete

10. The following screen is displayed

Facility Address

Address Line 1 *	Address Line 1	Address Line 2 *	Address Line 1
Address Line 3		Street	
Area		Plot No. *	123
P.O.Box *	00000	Country *	United Arab Emirates
Emirate/State/Province *	DUBAI	City *	Dubai
Facility Location *	Location		

Save Cancel

11. Fill in all the applicable fields
12. Click on
 - a. “Save” button to save the Facility Address
 - b. “Cancel” button to close the pop up

Note:

- ❖ Please note that the fields “Plot No” & “Facility Location” are required to save a Facility Address record

13. After clicking on “Save” button, following screen is displayed

Facility Address

Address Line 1	Country	City	P.O.Box	Edit	Delete
Address Line 1	United Arab Emirates	Dubai	00000		

14. Click on
 - a. “Edit” button to modify the Facility Address
 - b. “Delete” button to delete the Facility Address

4.5.1.3 Facility Attachments

1. Click on “Add” button

Attachments

Add +

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete

- The following screen is displayed

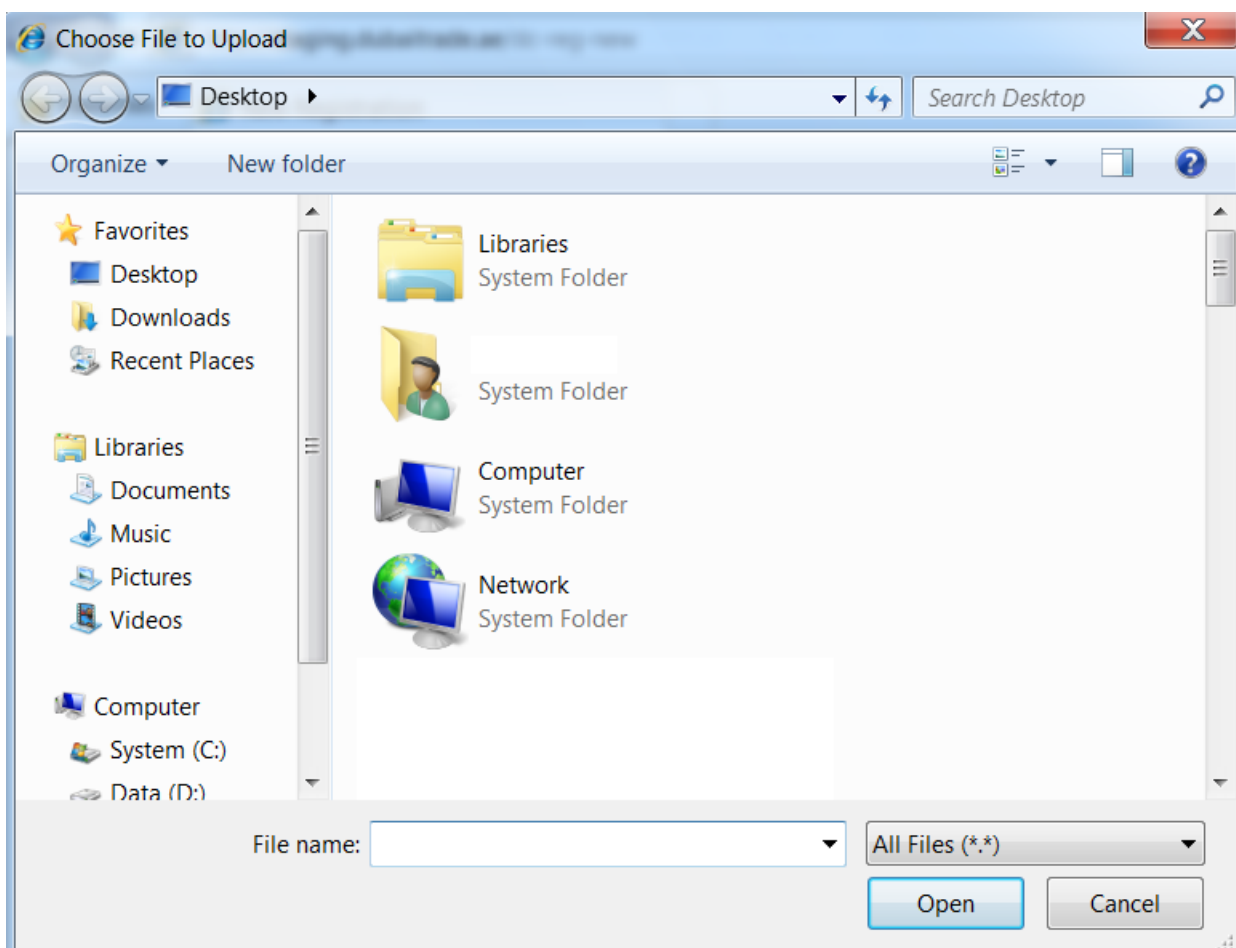
Facility Attachments

Only file types of .DOC, .PDF, .JPG, .XLS, .GIF, .BMP, .TXT, .DOCX, .XLSX are allowed to upload.

* File Name (Max 200 Char) Document Title

Document Type

- Click on
- The following screen is displayed



- Choose a file to attach
- Click on "Open" button
- The following screen is displayed

Facility Attachments

Only file types of .DOC, .PDF, .JPG, .XLS, .GIF, .BMP, .TXT, .DOCX, .XLSX are allowed to upload.

* File Name (Max 200 Char)

Untitled.jpg

Document Title

Trade Licence

Document Type

Trade License Copy

Save

Cancel

8. Click on
 - a. "Save" button to save the Facility Attachment
 - b. "Cancel" button to close the pop up

Note:

- ❖ Allowed file types are: .DOC, .PDF, .JPG, .XLS, .GIF, .BMP, .TXT, .DOCX, .XLSX
- ❖ Allowed size is: 10MB per file (maximum limit)

9. The following screen will be displayed

Attachments

Add +

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete
Untitled	TL	Trade License Copy	JPG	1691	

« < 1 > »

10. Click on
 - a. "Add" button to add another attachment
 - b. "Delete" button to delete the record

Save Back

Facility License Details

Facility Name *

Company Name

Facility Type *

Branch

Status *

Active

Facility Contacts

Add +

First Name	Last Name	Email	Mobile	Edit	Delete
First Name	Last Name	test@test.com	971-50-1231231		

Facility Address

Add +

Address Line 1	Country	City	P.O.Box	Edit	Delete
Address Line 1	United Arab Emirates	Dubai	00000		

Attachments

Add +

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete
Untitled	TL	Trade License Copy	JPG	1691	

« < 1 > »

Save Back

11. Click on

- a. "Save" button on "Facility License Details" to save the Facility License Details
- b. "Back" button on "Facility License Details" to go back

12. The following screen is displayed

Facility Details

Facility Name	Facility Type	Status	Edit
Company Name	Branch	Active	

« ‹ 1

13. Click on

- a. "Add" button to add another Facility
- b. "Edit" button to edit the Facility Details

Notes

- ❖ Please save 'Facility Contacts' and 'Facility Address' information before saving 'Facility License Details' information.
- ❖ After modifying any field, if client does not save modification/change and proceed with furnishing the other details, he/she will get a warning message to save the changes.

4.5.2 Free Zone Facility

1. After filling in all the fields below, click on "Save" to proceed

Facility Details

Facility Name * Company Name

Facility Type * Free zone

Status * Active

Save Cancel

2. The following screen is displayed

New Business Registration

Save Back

Facility License Details

Facility Name * Company Name FZE

Facility Type * Free zone

Reference Code *

Status * Active

Facility Contacts

Add

First Name	Last Name	Email	Mobile	Edit	Delete

Facility Address

Add

Address Line 1	Country	City	P.O.Box	Edit	Delete

Attachments

Add

3. Select the Reference Code of the Freezone from the drop down list

Note:

- ❖ Facility Contacts & Facility Address sections are not applicable for Free Zone Facility

4.5.2.1 Facility Attachments

- For more information on uploading attachment to a Facility, Please refer to section 4.5.1.3
- Click on
 - “Save” button to save the facility
 - “Back” button to go back to previous screen
- The following screen will be displayed

Facility Details

Add +

Facility Name	Facility Type	Status	Edit	Delete
Company Name FZE	Free zone	Active		

«

<

1

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»

- Click on
 - “Edit” button to edit the facility details
 - “Delete” button to delete the facility

Note:

- ❖ For Freezone Company only one FZ Facility is allowed to be registered.

4.5.3 Premises Facility

- After filling out all the fields below, click on “Save” to proceed

Facility Details

Facility Name *

Company Name

Facility Type *

Premises

▼

Status *

Active

Save

Cancel

- The following screen is displayed

Save Back

Facility License Details

Facility Name * <input type="text" value="Company Name"/>	Customs Location * <input type="text" value="HATTA (Al Wajajah)"/>
Facility Type * Premises	Status * Active
Clearance Message Channel * Email	Clearance Message Channel Address * <input type="text" value="test@test.com"/>

Facility Contacts

Add +

First Name	Last Name	Email	Mobile	Edit	Delete

Facility Address

Add +

Address Line 1	Country	City	P.O.Box	Edit	Delete

Attachments

Add +

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete

Save Back

3. Fill in all the applicable fields.
4. Select the Customs Location from drop down menu

[Please Select]

COASTAL CUSTOMS

AWEER TERMINAL
DUBAI AIRPORT FREE ZONE
DUBAI AIRPORT(CARGO VILLAGE)
DUBAI INTL AIRPORT PAX TMNL1
DUBAI INTL AIRPORT PAX TMNL2
DUBAI INTL AIRPORT PAX TMNL3
DUBAI WORLD CENTRAL
DWC ALMAKTOUM ARPT PAX TMNL
DWC FREIGHT GATE 8
HAMRIYA PORT (DUBAI)
HATTA (Al Wajajah)
HUMANITARIAN CITY
JEBEL ALI
LAND TRANSPORT
PORT RASHID

Note:

- ❖ Clearance Message Channel is pre-defaulted to “Email” and it can not be changed.
- ❖ Clearance Message Channel Address should be a valid email address in the specified format i.e. XXX@XX.XXX

4.5.3.1 Facility Contacts

1. Please refer to section 4.5.1.1

4.5.3.2 Facility Address

1. Please refer to section 4.5.1.2

4.5.3.3 Facility Attachments

1. Please refer to section 4.5.1.3

New Registration and Renew Business Code

26

Save

Back

Facility License Details

Facility Name *
Company Name

Facility Type *
Premises

Clearance Message Channel *
Email

Customs Location *
HATTA (Al Wajajah)

Status *
Active

Clearance Message Channel Address *
test@test.com

Facility Contacts

Add +

First Name	Last Name	Email	Mobile	Edit	Delete
First Name	Last Name	test@test.com	971-50-1231231		

Facility Address

Add +

Address Line 1	Country	City	P.O.Box	Edit	Delete
Address Line 1	United Arab Emirates	Dubai	00000		

Attachments

Add +

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete
Untitled	Trade License	Trade License Copy	JPG	1691	

« ‹ 1 › »

Save

Back

1. Click on
 - a. "Save" button on "Facility License Details" to save the Facility License Details
 - b. "Back" button on "Facility License Details" to go back

2. After clicking on "Save" button, following screen is displayed

Facility Details

Add +

Facility Name	Facility Type	Status	Edit	Delete
Company Name	Premises	Active		

« ‹ 1 › »

3. Click on
 - a. "Add" to add another Facility
 - b. "Edit" button to edit the Facility Details
 - c. "Delete" button to delete the Facility Details

4.5.4 Warehouse Facility

1. After filling all the fields below, click on "Save" button to proceed

Facility Details

Facility Name *

Company Name

Facility Type *

Warehouse

Status * Active

Save

Cancel

- The following screen is displayed

Facility License Details

Facility Name *

Company Name

Facility Type *

Warehouse

Status *

Active

Facility Mode *

Private

Building Type *

Multi-Storey

Proposed Area (sq. ft.) *

5000

License Number *

999877

Issue Date *

01-02-2014

Expiry Date *

01-02-2018

- Fill in all the applicable fields
- Select the “Facility Mode” from the drop down menu

[Please Select]

Private

Public

- Select the “Building Type” from the following list

[Please Select]

Flatted Factory

Multi-Storey

Other

Purpose Built

Shop House

Uncovered yard

4.5.4.1 Facility Contacts

- Please refer to section 4.5.1.1

4.5.4.2 Facility Address

- Please refer to section 4.5.1.2

4.5.4.3 Facility Attachments

- Please refer to section 4.5.1.3

Save Back

Facility License Details

Facility Name * <input type="text" value="Company Name"/>		Proposed Area (sq. ft.) * <input type="text" value="5000"/>	
Facility Type * <input type="text" value="Warehouse"/>		License Number * <input type="text" value="998877"/>	
Status * <input type="text" value="Active"/>		Issue Date * <input type="text" value="01-02-2014"/>	
Facility Mode * <input type="text" value="Private"/>		Expiry Date * <input type="text" value="01-02-2019"/>	
Building Type * <input type="text" value="Multi-Storey"/>			

Facility Contacts

Add +

First Name	Last Name	Email	Mobile
First Name	Last Name	test@test.com	971-50-1231231

Facility Address

Add +

Address Line 1	Country	City	P.O.Box
Address Line 1	United Arab Emirates	Dubai	00000

Attachments

Add +

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)
Untitled	Trade License	Trade License Copy	JPG	1691

Save Back

5. Click on
 - c. "Save" button on "Facility License Details" to save the Facility License Details
 - d. "Back" button on "Facility License Details" to go back

6. After clicking on "Save" button, following screen is displayed

Facility Details

Add +

Facility Name	Facility Type	Status	Edit	Delete
Company Name	Warehouse	Active	<input checked="" type="checkbox"/>	<input type="checkbox"/>

7. Click on
 - d. "Add" to add another Facility
 - e. "Edit" button to edit the Facility Details
 - f. "Delete" button to delete the Facility Details

4.6 User Registration

1. Click on "Add" button

User Registration

Add +

User ID	First Name	Middle Name	Last Name	Company Name	Edit	Delete
---------	------------	-------------	-----------	--------------	------	--------

2. The following screen is displayed

User Registration

User Details

Note: To select an existing User, Kindly click on search icon.

User Code

Q

* First Name

First Name

Middle Name

* Last Name

Last Name

Gender

[Please Select]

*Designation

Designation

Place of Work

Preferred Mode of Contact

[Please Select]

User Contact Details

* Mobile (Country-Area-Number)

971-50-1231231

* Phone (Country-Area-Number)

971-4-1231231

* Fax (Country-Area-Number)

971-4-1231232

* Email

email@email.com

Alternate Email

Nationality

[Please Select]

Date of Birth

Place of Birth

[Please Select]

Save

Cancel

3. Fill in all the applicable fields

4. Click on

- “Save” button to save the changes and fill more information of the user like, “Login Details”, “Roles”, “User Credentials”, “User Address” and “User Attachments” or Click on “Delete” to delete the record
- “Cancel” button to cancel the process

Note:

- ❖ To select an existing user, kindly provide the user code and then click on the select icon in the last name field

User Details

Note: To select an existing User, Kindly click on search icon.

User Code

Q

* First Name

First Name

Middle Name

* Last Name

Last Name

Gender

[Please Select]

*Designation

Designation

Place of Work

Preferred Mode of Contact

[Please Select]

5. After clicking on “Save” button, following screen is displayed

Save Back

User Details

User Code <input type="text"/>	* First Name <input type="text"/>
Middle Name <input type="text"/>	* Last Name <input type="text"/>
Gender [Please Select]	* Designation <input type="text"/>
Place of Work <input type="text"/>	Preferred Mode of Contact [Please Select]

User Contact Details

* Mobile (Country-Area-Number) <input type="text"/>	* Phone (Country-Area-Number) <input type="text"/>
* Fax (Country-Area-Number) <input type="text"/>	* Email <input type="text"/>
Alternate Email <input type="text"/>	Nationality [Please Select]
Date of Birth <input type="text"/>	Place of Birth [Please Select]

Login Details

Please Note: Login Id once created cannot be removed

Login Id <input type="text"/>	Password(Max 30 Char) <input type="text"/>
Already Existing Dubai Trade Portal User <input type="checkbox"/>	Hint Question [Please Select]
Hint Answer <input type="text"/>	

Check Login Availability Check Login Details

4.6.1 Login Details

1. Fill in all the applicable fields

Note:

- ❖ “Check Login Availability” button is disabled. This will be enabled only when you enter value in Login Id field

Login Details

Please Note: Login Id once created cannot be removed

Login Id <input type="text"/>	Password(Max 30 Char) <input type="text"/>
Already Existing Dubai Trade Portal User <input type="checkbox"/>	Hint Question [Please Select]
Hint Answer <input type="text"/>	

Check Login Availability Check Login Details

2. Select the “Hint Question” from the drop down list

[Please Select]

What is your Mothers name?
 What is your favorite city?
 What is your favorite color?
 What is your library card number?
 What is your pet name?
 What is your primary frequent flyer number?
 What was your first phone number?

3. Click on “Check Login Availability” button to check whether the login id entered is available in Dubai Trade or not
4. If the Login Id is available, following message is displayed

Login Details

Please Note: Login Id once created cannot be removed

- Login ID is Available

Login Id	ADMINLOGINID	Password(Max 30 Char)	*****
Already Existing Dubai Trade Portal User	<input type="checkbox"/>	Hint Question	What is your favorite city?
		Hint Answer	dubai

[Check Login Availability](#)
[Check Login Details](#)

- If the Login Id not available, following message is displayed

Login Details

Please Note: Login Id once created cannot be removed

- This Login ID is not Available, Sorry for the Inconvenience.

Login Id	ADMIN	Password(Max 30 Char)	*****
Already Existing Dubai Trade Portal User	<input type="checkbox"/>	Hint Question	What is your favorite city?
		Hint Answer	dubai

[Check Login Availability](#)
[Check Login Details](#)

- If you would like to link your existing Login ID on Dubai Trade which is registered for any other Business Unit (i.e: JAFZA or DP World) Checkmark ☒ "Already Existing Dubai Trade Portal User"
- Click on Check Login Details
- If the Login ID and Password is correct, following message is displayed

Login Details

Please Note: Login Id once created cannot be removed

- Login ID is Available

Login Id	FZUSER	Password(Max 30 Char)	*****
Already Existing Dubai Trade Portal User	<input checked="" type="checkbox"/>		

[Check Login Availability](#)
[Check Login Details](#)

- If the Login ID and Password is incorrect, following message is displayed

Login Details

Please Note: Login Id once created cannot be removed

- Requested Login is not Valid, Sorry for the Inconvenience.

Login Id	ADMINLOGINID	Password(Max 30 Char)	*****
Already Existing Dubai Trade Portal User	<input checked="" type="checkbox"/>		

[Check Login Availability](#)
[Check Login Details](#)

4.6.2 Roles

- Click on "Add" button

Roles

Add +

Role Name	Delete

- The Following will be displayed

Roles

Roles

[Please Select]

Save

Cancel

3. Select the appropriate role from the drop down list

[Please Select]

Authorized Person

Individual

Manager

Owner

Partner

Sponsor

Trader Representative

4. Click on
 - a. "Save" button to save the Role
 - b. "Cancel" button to Close the Pop up
5. The following screen is displayed

Roles

Add

Role Name	Delete
Authorized Person	

6. click on
 - a. "Add" button and repeat the steps from 1 to 5 to add another role
 - b. "Delete" button to delete the record

4.6.3 User Credentials

1. Click on "Add" button

User Credentials

Add

Identity Number	Identity Type	Issue Date	Expiry Date	Issuing Country	Edit	Delete

2. The following screen is displayed
3. Fill in all the applicable fields

User Credentials

* Identity Number

IDNUMBER123123

* Identity Type

Passport

*Issuing Country

United Arab Emirates

*Issuing Date

01-02-2015

*Expiry Date

01-02-2020

Save

Cancel

4. Click on
 - a. "Save" button to save the record

- b. “Cancel” button to cancel the record
5. After clicking on “Save” button, following screen is displayed

User Credentials

Add +						
Identity Number	Identity Type	Issue Date	Expiry Date	Issuing Country	Edit	Delete
IDNUMBER123123	Passport	01-02-2015	01-02-2020	United Arab Emirates		
					« ‹ 1 › »	

6. Click on
 - a. “Add” button to add another User Credential
 - b. “Edit” button to edit the User Credential details
 - c. “Delete” button to delete the User Credential record

4.6.4 User Address

1. Please refer to section 4.5.1.1

4.6.5 User Attachments

1. Please refer to the section 4.5.1.3
2. After uploading documents,

User Attachments

Add +					
File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete

Save
Back

3. Click on
 - a. “Save” button on “User Details” to save the user record
 - b. “Back” button to go back to previous screen
4. After clicking on “Save” button , following screen is displayed
 - ❖ In case if the system prompts to enter Broker Certification Details enter your Trade License Details in Broker Certification fields.

User Registration

Add +						
User ID	First Name	Middle Name	Last Name	Company Name	Edit	Delete
ADMINLOGINID	First Name		Last Name			
					« ‹ 1 › »	

5. Click on
 - a. “Add” button to add another user
 - b. “Edit” button to modify the user details
 - c. “Delete” button to delete the user

4.7 Attachments

1. Please refer to section 4.5.1.3

4.8 Document Templates

This section is having the templates of the documents to be filled in and uploaded by the users wherever applicable.

The available templates are:

- Download Letter of Undertaking for Clearing Agent
 - Download Letter of Undertaking for Importer
 - Download Letter of Undertaking for Shipping Agent
1. Click on link to download the template file to the local system
 2. Upload the filled/scanned copy of the above document as applicable. Please refer to the section 4.5.1.3 for uploading a document

4.9 Group Information

1. Click on “Add” button

Group Information

Group Business Name	Relationship Type	Edit	Delete

2. The following screen is displayed

Group Information ✕

Kindly provide the Group business UCID and then click on Group Business Name field.

Group Business Code * Relationship Type *

Group Business Name *

3. Provide the “Business Code” for the business you want to group with and the Company Name will be display automatically
4. Select the Relationship Type from the drop down list

Other

Parent

Subsidiary

5. Click on
 - a. “Save” button to save Group Company
 - b. “Cancel” button to close the pop up

Group Information

Add +

Group Business Name	Relationship Type	Edit	Delete
LTD	Parent		

« ‹ 1 › »

6. Click on
 - a. “Add” button to add another Group Company
 - b. “Edit” button to modify the Group Company
 - c. “Delete” button to delete the Group Company

7. Scroll to the Top of the Application

Save as Draft Preview & Submit Cancel

Request Details

Business Details

Request ID 1-3203179264 *Business Name Company Name

Business Name(Arabic) *Registration Category Dubai based companies

No. of Employee [Please Select]

License Details

*License Number 998877 *License Type Commercial

*Issuing Authority Department of Economic Development - Dubai *Issue Date 01-02-2014

*Expiry Date 01-02-2016 *Renewal Date 01-02-2015

Business Contact Details

*Phone [Country - Area - Number] 971-4-1231231 *Fax [Country - Area - Number] 971-4-1231232

*Email test@test.com *Operational Email test@test.com

Website NOC Number

8. Enter the Code
9. Click on
 - a. “Save as Draft” button to save a draft of the registration request
 - b. “Preview & Submit to Submit the registration request to Dubai Customs
 - c. “Cancel” button to cancel the registration request

Save as Draft Preview & Submit Cancel

10. Click “Preview & Submit” button to preview the registration request in a read only format

❖ In case if the system prompts to enter NOC Number, enter 0 in NOC Number field and proceed.

11. The following screen is displayed.

New Registration and Renew Business Code

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Business Profile Saved Successfully!
Kindly take a note of the following information. This information can be used to Track your Request using the Track Request Facility. This request will be automatically deleted, if it is not submitted within next 25 days.

- Request ID: 1-3203179264
- Validation Code: 998877

◀ Back Continue ▶ Print Screen 🖨

Request Details

Business Details

Request ID: 1-3203179264	Business Name: Company Name
Business Name(Arabic):	Registration Category: Dubai based companies
No. of Employee:	

License Details

License Number: 998877	License Type: Commercial
Issuing Authority: Department of Economic Development - Dubai	Issue Date: 01-02-2014
Expiry Date: 01-02-2016	Renewal Date: 01-02-2015

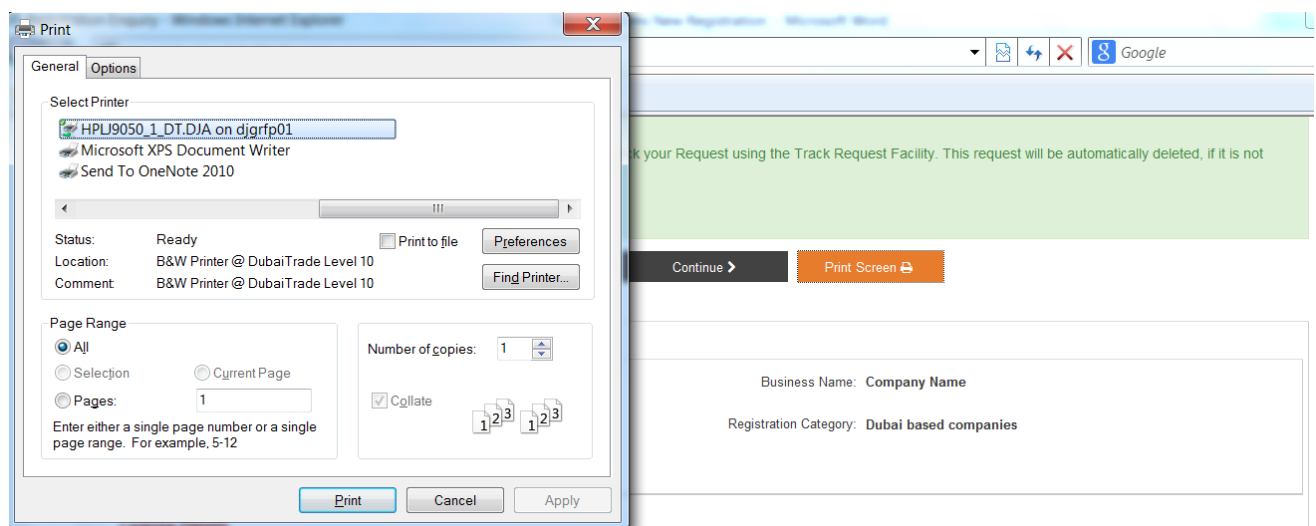
Business Contact Details

Phone [Country - Area - Number]: 971.4.1231231	Fax [Country - Area - Number]: 971.4.1231232
Email: test@test.com	Operational Email: test@test.com

12. Click on

- ❖ “Print Screen” to print the registration request before submitting it for approval
- ❖ “Continue” to submit the request
- ❖ “Back” to go back and modify the registration request

13. After clicking on “Print Screen”, following screen is displayed



14. After clicking on “Continue” button, the following screen is displayed

Terms and Conditions

Usage terms

New Business Registration

PORTS, CUSTOMS AND FREE ZONE CORPORATION WEB PORTAL TERMS AND CONDITIONS AGREEMENT FOR USE OF THE PCFC PORTAL

Use of the Portal

Welcome to www.dubaitrade.ae. This site is owned and operated by Ports, Customs & Free Zone Corporation (PCFC). (PCFC) is a public corporation, established pursuant to Law No.1 of 2001.

1. User Requirements

1.1 These are the terms and conditions of the Ports, Customs & Free Zone Corporation and its affiliates ("PCFC", "us", "we" or "our") portal [(www.dubaitrade.ae)] (the "Portal"). These terms and conditions (together referred to as the or this "Agreement") govern your use of the Portal and your use of any services offered via the Portal and you agree to be bound by them. ("You" and "your") refers to the organization, which you have named as the user on the registration form relating to the Portal. You confirm that you (the individual who has completed the registration process) are fully authorized to bind your organization to this Agreement. You will make all your users of the Portal aware of this Agreement and will ensure they comply with its terms at all times.

1.2 Following registration you will only be accepted as a user of the Portal, and you will only be permitted to use the Portal, once you receive a confirmatory email from us. Without prejudice to the fact that this Agreement governs all your use of the Portal and your use of any services offered via the Portal, you will have no right to use the Portal (and we will have no obligations to provide you with access to it) until you receive that confirmatory email).

1.3 You will ensure that all your systems, which may be used to access the Portal have Internet Explorer 5.0 (or later version) and Windows 95, 98 or XP installed and that all leased lines (or other connections), PCs (with all appropriate available memory and disk space) are paid for and in place.

2. Our Responsibilities

[< Back](#)
[I Agree ☒](#)
[I Do Not Agree ☐](#)

15. Read the "Terms and Conditions" carefully

16. Click on

- Back" to go back and modify the registration request
- "I Agree" button if you agree the terms and conditions
- "I Do Not Agree" button if you disagree and do not accept the terms and conditions

Service Request Detail

Confirmation

New registration request has been sent for approval. Please note the following information for your reference.

Request Id: 1-3203179264

Status: Submitted

Request Date: 26-02-2015

Validation Code: 998877998877

[Print Request](#)
[Print Screen](#)

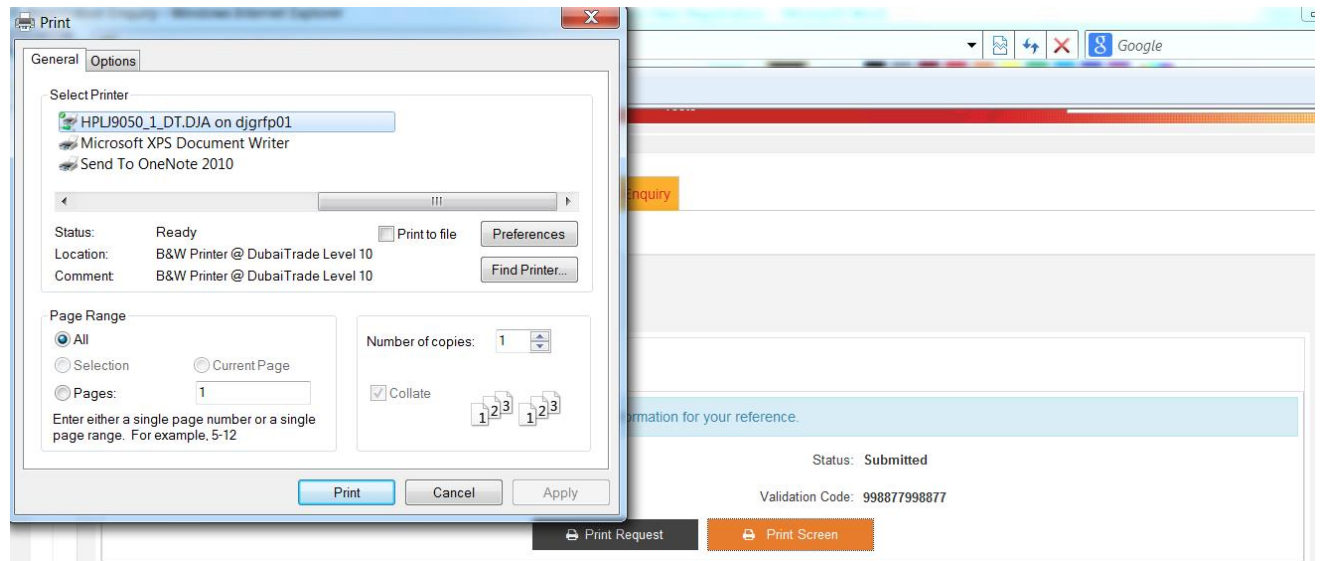
17. Click on "Print Request" button, following screen is displayed to save it in PDF format



Service Request Detail

Confirmation			
New registration request has been sent for approval. Please note the following information for your reference.			
Request Id:	1-3203179264	Status:	Submitted
Request Date:	26-02-2015	Verification Code:	998877998877

18. Click on “Print Screen” button, following screen is displayed to print the details displayed



Note:

- ❖ Application will send a confirmation email to the email address provided in the business profile. This confirmation email contains the same message showing in the screen shot above.

5 How to use Track Registration

This service is used to track a Registration Request.

5.1 Track a Request

1. Refer to the section 3 on how to access “Registration Enquiry”.
2. Provide the “Request Id” and “Validation Code/License Number” sent to you via confirmation email
3. Enter the Code shown
4. Click on “Ok” button

Track Request

Request Id * Validation Code/License Number *



5. The following screen is displayed

Track Request

Track Request

[Withdraw ↗](#) [Continue ➔](#) [Make Payment](#) [View Payment Detail](#)

Request Number	Request Type	Request Status	Request Date
1-3203179264	New Registration Request	Approved	26-02-2015

Notes

Note	Note Type	Created By	Created Date
Approving New Registration Request	Approval Notes	CR Officer1	26-02-2015

6. Depending on the status of the request the following buttons are enabled/disabled
 - a. “Withdraw” button is enabled when the status of the request is “Suspended” it is to withdraw registration request.
 - b. “Continue” button is enabled when the status of the request is either “Suspended” or “Draft” and it allows the user to do further modifications for the registration request
 - c. “Make Payment” button is enabled when the status of the request is “Approved” and it is used for making the payment for the registration request
 - d. “View Payment Detail” button is enabled always and is useful to view all the payment transactions for that registration request

5.2 View Payment Detail

This section describes the steps to view the payment transactions made against a registration request.

1. After 5th step of 5.1, click on “View Payment Detail” button to view the payment transactions against the registration request

Payment Details

Track Request

[< Back](#)

Request Number	Request Type	Request Status	Requested By	Request Date
1-3203179264	New Registration Request	Approved	Mobile User	26-02-2015

Payments List

Payment No	Transaction ID	Transaction Type	Transaction Date	Transaction Charge Type	Transaction Amount	Payment Description	Recheck
1-3232104367	11208439	New Registration Request	04-03-2015	ECR	100	Failure	Recheck

5.3 Recheck

This section describes the steps to “Recheck” button to get the updated status of the payment transaction

1. After 5th step of 5.1, click on “Recheck” button to get the updated payment transaction status

Payment Details

Payment Recheck

You are authorizing us now to direct your request for recheck of your payment request to Dubai e-Government payment site.

Payment Id: 1-3232104367

Amount: 100

[Ok](#)[Cancel](#)

2. Click on “Cancel” button to go back to the Request’s header details

Track Request

Track Request

[Withdraw](#)[Continue](#)[Make Payment](#)[View Payment Detail](#)

Request Number	Request Type	Request Status	Request Date
1-3203179264	New Registration Request	Approved	26-02-2015

Notes

Note	Note Type	Created By	Created Date
Approving New Registration Request	Approval Notes	CR Officer1	26-02-2015

3. Click on “OK” button to continue with rechecking the status. The following screen is displayed in a popup window

ePayment Acknowledgement

Transaction Detail	
Transaction No.	11208439
Transaction Date	2015-03-04 00:00:00.0
DEG Transaction No.	00000226999900
DEG Transaction Date	2015-03-04 09:21:09.0
Initiated By	CRMSYSTEM
Initiated Date	2015-03-04 00:00:00.0
Payment Method	Credit Card
Status	F
Message	Failure

5.4 Make Payment

This section describes the steps to do the payment for the registration request.

1. After 5th step of 5.1, click on “Make Payment” button. The following screen is displayed

Payment Details

Payment Confirmation

You are authorizing us now to direct your payment request to Dubai e-Government payment site.

Payment Id:	1-3232117838	Amount:	100
-------------	--------------	---------	-----

Ok ✓

Cancel ✕

2. Click on “Cancel” button to go back to the header details of the registration request

Track Request

Track Request



Withdraw ↶
Continue ➤
Make Payment
View Payment Detail

Request Number	Request Type	Request Status	Request Date
1-3203179264	New Registration Request	Approved	26-02-2015

Notes

Note	Note Type	Created By	Created Date
Approving New Registration Request	Approval Notes	CR Officer1	26-02-2015

3. Click “OK” button to continue with the payment, e-payment application is opened in a popup window. This displays the amount to be paid




ePayment Confirm

By clicking the confirm button, you are authorizing us to redirect your request for payment of **AED 100.00** through Dubai E-Government payment site and your request will be cleared only on successful completion of the payment


[Confirm →](#)




Copyright © 2014 Dubai Customs

4. Click on “Confirm” button to continue with the payment




Transaction Information

Service Provider : **Dubai Customs**
Service : **Miscellaneous Settlement**
SP Transaction No : **11208440**
Amount : **100.00 AED**




Payment Method



Credit Card

EdirhamG2

Direct Debit

OneClick Pay


Contact Information

Email Address :
Mobile Number :

☐
لقد قرأت التحذير وفهمت عواقبه
I have read the **warning** and understood the consequences

Total Amount: 100.00 AED

Cancel

Pay

5. Select the type of payment and fill in all the applicable fields
6. Provide email id, Mobile number and click on warning checkbox as displayed in above screenshot to proceed further with payment for request
7. Click on “Pay” button to complete the transaction

6 How to use Renew Business Code

This service is to renew the registration of a client. This option allows the user to change the License Expiry Date and the License Renewal Date. It also gives the option to upload documents to support the changes.

6.1 Renew Business Code

1. Refer to the section 3 on how to access “Renew Business Code” service
2. After clicking on the “Renew Business Code” link, following screen is displayed

Renew Business Code

Business Code *
AE-1001010



dyc7x

OK ✓

3. Provide the “Business Code”
4. Enter the Code
5. Click on OK” button to proceed
6. After clicking on “OK” button , following screen is displayed

Renew Business Code


✓ Save
Submit
Cancel Request

Request Id 1-3232133548
Business Code AE-1001010

License Expiry Date 30-04-2016
License Renewal Date 01-03-2015

Business Name * . M.E LTD
Business Name(Arabic)

Request Type Amend Renew Business Code
Request Status Draft



n53ec

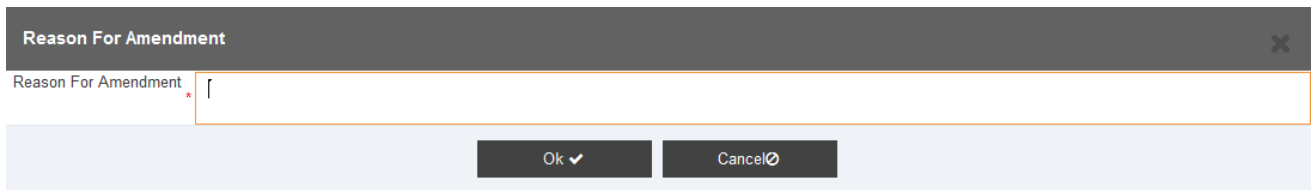
Attachments

Add +

File Name	Document Title	Document Type	File Type	Document Size (In Bytes)	Delete

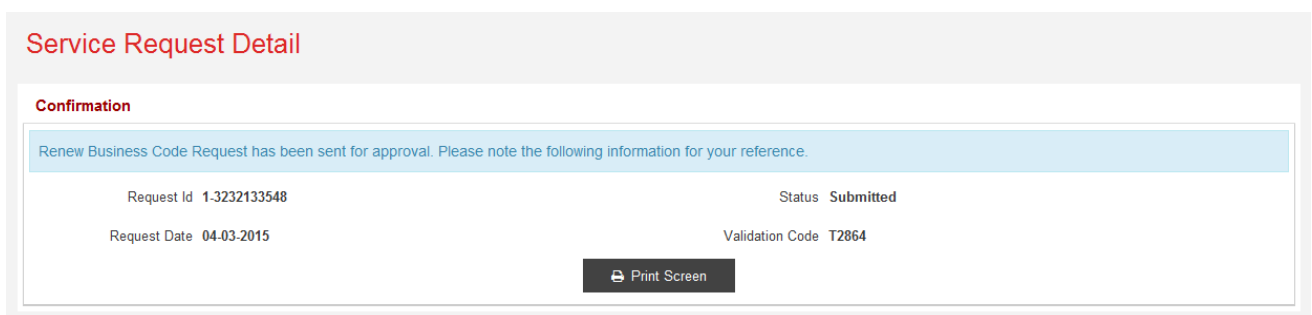
7. Change the “License Expiry Date” and the “License Renewal Date”
8. Enter the Code mentioned
9. Click on
 - a. “Save” button to save a draft of the request
 - b. “Submit” button to send the request for approval
 - c. “Cancel Request” button to cancel the request
10. Attach the required documents (*Please refer to the section 4.5.1.3 to know more details on uploading the attachment*)

11. After clicking on “Submit” button, Please fill “Reason for Amendment” in the next screen



The screenshot shows a modal window titled "Reason For Amendment" with a close button (X) in the top right corner. Below the title bar is a text input field with the placeholder text "Reason For Amendment" and a red asterisk indicating a required field. At the bottom of the modal are two buttons: "Ok" with a checkmark icon and "Cancel" with a close icon.

12. Click on
 - a. “Ok” to submit the request
 - b. “Cancel” button to go back to previous screen
13. After clicking on “Ok” button, following screen is displayed



The screenshot shows a "Service Request Detail" screen. At the top, the title "Service Request Detail" is in red. Below it is a "Confirmation" section with a light blue background. The confirmation message states: "Renew Business Code Request has been sent for approval. Please note the following information for your reference." Below this message is a table with the following information:

Request Id	1-3232133548	Status	Submitted
Request Date	04-03-2015	Validation Code	T2864

At the bottom of the confirmation section is a "Print Screen" button with a printer icon.

14. Click on “Print Screen” to print the page.

6.2 Attachments

1. Please refer to the section 4.5.1.3 to know more details on uploading the attachment

